Rosehill Housing Association Limited

Person Specification – Digital Services Assistant

EVH Grade 6

Criteria	Essential	Desirable
Education & Qualifications	Good standard of education, including English and Mathematics, or equivalent relevant experience.	Relevant qualification in IT, Business Systems, Data Analysis, Digital Transformation or Project Management.
Experience	Experience supporting and improving business systems, databases or software applications. Experience producing reports and analysing data. Experience providing user support and liaising with external suppliers.	Experience within housing, HomeMaster, digital projects, telephony systems such as 3CX, or AI-enabled tools.
Knowledge	Understanding of business systems, reporting, data quality, information security and data protection. Strong Excel skills.	Knowledge of Power BI, Power Query, project management and process improvement.
Skills & Abilities	Strong analytical, organisational and problem-solving skills. Ability to manage competing priorities, communicate technical concepts clearly and work independently.	Experience developing workflows, automations or advanced dashboards.

Personal Qualities	Customer-focused, proactive, adaptable, professional, discreet and committed to continuous improvement.	

Other Requirements

- Ability to work flexibly to meet business needs.
- Commitment to Rosehill policies including Data Protection, Health & Safety and Equal Opportunities.
- Willingness to participate in training and development activities.
- Commitment to Rosehill's Visions and Values